

# TBI Information Systems Division Intern

## Overview

This person would be the first level of support to callers and email requests to the Service Desk. If the customer's situation cannot be resolved quickly, the request would be entered into our ticketing system and the ticket would then be routed to the appropriate second level support group.

### Primary job duties:

- Answer calls to Service Desk support phone
- Assess customer's needs by gathering information from customer
- Resolve basic issues on first call (password resets, forwarding links to common websites, VPN issues, etc.)
- Route more advanced calls to the appropriate second level of support
- Enter requests into ticketing system

As you become more proficient in handling these tasks, we would put you on second level support calls so you can see how our techs resolve the more in-depth requests. This could be completed remotely (WebEx) or by visiting the customer's desk.

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.

### **To Apply**

Please send the following documents to [Kimberly.Mantlo@tn.gov](mailto:Kimberly.Mantlo@tn.gov) with the title of this internship and location preference in the subject line

- Resume
- Most recent transcripts (2.5 GPA is required)
- 2 letters of professional recommendation
- Letter of intent